Applicant : Renzo Colle et al.
Serial No. : 10/696,533
Filed : October 30, 2003
Page : 2 of 15

Attorney's Docket No.: 34874-350 / 2003P00635US

Amendments to the Claims:

This listing of claims replaces all prior versions and listings of claims in the application:

Listing of Claims:

1. (Currently Amended) A computer system for scheduling the performance of service actions that involve activities at multiple locations, the system comprising:

an engine that associates, based on user input, a selected service with a service order template, the service order template defining resource information for both a first task item to be performed at a field location and a second task item to be performed at a central workshop location that is different from the field location, the first and second task items to be completed as part of a service action, a first portion of the first task item occurring before the second task item and a second portion of the first task item occurring after the second task item; and

a repository of resource information associable with the first and second task items, the repository including field human resource information so that a specified field technician is associable with the first task item, central workshop human resource information so that a specified central workshop technician is associable with the second task item, and work area information for the central workshop location so that a specified work area is associable with the second task item, wherein:

the field human resource information includes availability information for field technicians,

the central workshop human resource information includes availability

information for central workshop technicians, and

the work area information includes availability information for central workshop

locations, and

utilization of one or more of the specified field technician and the specified central

workshop technician is monitored, and an alert is generated to the user when such utilization

exceeds a pre-determined threshold.

2.   (Original)   The system of claim 1 wherein:

the first task item includes a field human resource skill requirement,

the second task item includes a central workshop human resource skill

requirement,

the field human resource information includes an indication of a skill possessed by

particular field technicians,

the central workshop human resource information includes an indication of a skill

possessed by particular central workshop technicians,

the engine associates the specified field technician with the first task item only when

the indication of the skill possessed by the specified field technician matches the field

human resource skill requirement of the first task item, and

the engine associates the specified central workshop technician with the second task

item only when the indication of the skill possessed by the specified central workshop

technician matches the central workshop human resource skill requirement of the second

task item.

Applicant : Renzo Colle et al.
Serial No. : 10/696,533
Filed : October 30, 2003
Page : 4 of 15

Attorney's Docket No.: 34874-350 / 2003P00635US

3.   (Original)   The system of claim 1 wherein the availability information for field technicians is provided to the repository of resource information from a computer system other than the computer system for scheduling the performance of service actions.

4.   (Original)   The system of claim 1 wherein the availability information for central workshop technicians is provided to the repository of resource information from a computer system other than the computer system for scheduling the performance of service actions.

5.   (Original)   The system of claim 1 wherein the availability information for central workshop locations is provided to the repository of resource information from a computer system other than the computer system for scheduling the performance of service actions.

6.   (Original)   The system of claim 1 further comprising mobile clients capable of communicating with the engine.

7.   (Original)   The system of claim 6 wherein the engine is configured to send the first task item for the service action to a mobile client.

8.   (Original)   The system of claim 6 wherein the engine is configured to send the second task item for the service action to a mobile client.

9.   (Original)   The system of claim 6 wherein the engine is configured to receive, from a mobile client, user input that specifies the specified field technician to be associated with

Applicant : Renzo Colle et al.   Attorney's Docket No.: 34874-350 / 2003P00635US
Serial No. : 10/696,533
Filed   : October 30, 2003
Page   : 5 of 15

the first task item.

           10.   (Original)   The system of claim 6 wherein the engine is configured to receive, from a mobile client, user input that specifies the specified central workshop technician to be associated with the second task item.

           11.   (Original)   The system of claim 6 wherein the engine is configured to receive, from a mobile client, user input that specifies the specified work area to be associated with the second task item.

           12.   (Original)   The system of claim 6 wherein the engine is configured to receive, from a mobile client, user input that specifies an amount of time spent on the first task item or an amount of time spent on the second task item.

           13.   (Original)   The system of claim 6 wherein the engine is configured to receive, from a mobile client, user input that specifies a spare part used in performing the first task item or a spare part used in performing the second task item.

           14.   (Original)   The system of claim 6 wherein the engine is configured to receive, from a mobile client, user input that specifies whether the first task item is completed or specifies whether the second task item is completed.

           15.   (Currently Amended) A tangible computer-readable storage medium having embodied thereon a computer program configured to schedule the performance of service

actions that involve activities at multiple locations, the medium comprising one or more code

segments configured to:

automatically associate, based on user input via a graphical user interface selecting a

service action from a list of service actions, resource information with both a first task item to

be performed at a field location and a second task item to be performed at a central workshop

location that is different from the field location; and to

automatically schedule the first task item and the second task item, the first and second

task items to be completed as part of the selected service action requiring a portion of the

service action to be conducted in the field location and a portion of the service action be

conducted at the central workshop location, wherein the resource information associable with

the first and second task items includes field human resource information includes availability

information for field technicians and a specified field technician is associable with the first

task item, central workshop human resource information includes availability information for

central workshop technicians and a specified central workshop technician is associable with

the second task item, and work area information includes availability information for central

workshop locations and a specified work area in a specified central workshop location is

associable with the second task item;

provide information characterizing the associating to the user via the graphical user

interface;

monitor utilization of one or more of the specified field technician and the specified

central workshop technician; and

display an alert to the user when the utilization of one or more of the specified field

Applicant : Renzo Colle et al.   Attorney's Docket No.: 34874-350 / 2003P00635US
Serial No. : 10/696,533
Filed   : October 30, 2003
Page   : 7 of 15

technician and the specified central workshop technician exceeds a pre-determined threshold.

16.   (Previously Presented) The medium of claim 15 wherein:

the first task item includes a field human resource skill requirement,

the second task item includes a central workshop human resource skill requirement,

the field human resource information includes an indication of a skill possessed by particular field technicians,

the central workshop human resource information includes an indication of a skill possessed by particular central workshop technicians,

the one or more code segments are configured to:

associate the specified field technician with the first task item only when the indication of the skill possessed by the specified field technician matches the field human resource skill requirement of the first task item, and

associate the specified central workshop technician with the second task item only when the indication of the skill possessed by the specified central workshop technician matches the central workshop human resource skill requirement of the second task item,

17.   (Previously Presented) The medium of claim 15 wherein the one or more code segments comprise one or more code segments configured to send the first task item for the service action to a mobile client.

18.   (Previously Presented) The medium of claim 15 wherein the one or more code

segments comprise one or more code segments configured to send the second task item for the

service action to a mobile client.

19.   (Previously Presented) The medium of claim 15 wherein the one or more code

segments comprise one or more code segments configured to receive, from a mobile client, user

input that specifies the specified field technician to be associated with the first task item.

20.   (Previously Presented) The medium of claim 15 wherein the one or more code

segments comprise one or more code segments configured to receive, from a mobile client, user

input that specifies the specified central workshop technician to be associated with the second

task item.

21.   (Currently Amended) A computer-implemented method for scheduling the

performance of service actions that involve activities at multiple locations, the method being

performed by execution of computer readable program code by a processor of one or more

computer systems, the method comprising:

    associating, based on user input via a graphical user interface, resource information with a

first task item to be performed at a field location for a piece of equipment, a second task

item to be performed on at least one part of the piece of equipment at a central

workshop location that is different from the field location, and a third task item to be performed

with the at least one part of the piece of equipment at the field location after completion of the

second task item, the first, second, and third task items to be completed as part of a service

action, wherein the resource information associable with the task items includes field human

Applicant : Renzo Colle et al.
Serial No. : 10/696,533
Filed : October 30, 2003
Page : 9 of 15

Attorney's Docket No.: 34874-350 / 2003P00635US

resource information includes availability information for field technicians and a specified field

technician is associable with the first task item and the third task item, central

workshop human resource information includes availability information for central

workshop technicians and a specified central workshop technician is associable with the

second task item, and work area information includes availability information for central

workshop locations and a specified work area in a specified central workshop location is

associable with the second task item;

   providing information characterizing the associating to the user via the graphical user

interface;

   monitoring utilization of one or more of the specified field technician and the specified

central workshop technician; and

   displaying an alert to the user when the utilization of one or more of the specified field

technician and the specified central workshop technician exceeds a pre-determined threshold.

   22.   (Previously Presented) The method of claim 21 wherein:

   the first task item and the second task items includes a field human resource

   skill requirement, the second task item includes a central workshop human

   resource skill requirement,

      the field human resource information includes an indication of a skill possessed by

particular field technicians,

      the central workshop human resource information includes an indication of a skill

possessed by particular central workshop technicians,

Applicant : Renzo Colle et al.
Serial No. : 10/696,533
Filed : October 30, 2003
Page : 10 of 15

Attorney's Docket No.: 34874-350 / 2003P00635US

the method further comprising:

associating the specified field technician with the first task item and the third task item only when the indication of the skill possessed by the specified field technician matches the field human resource skill requirement of the first task item and the third task item, and

associating the specified central workshop technician with the second task item only when the indication of the skill possessed by the specified central workshop technician matches the central workshop human resource skill requirement of the second task item.